

CLAIMS

5 We claim:

1. A client-side system stored on a computer, wherein the client-side system logs, in a logging file, a user's interactions with an application program module and periodically uploads the logging files to a remote server system for analysis of the logging file, wherein the client-side system comprises:

10 a logging code in communication with the application program module, wherein the logging code comprises a plurality of hooks into the application program module and an operating system of the computer, wherein when a feature of the application program module is used, one of the plurality of hooks is triggered and a data record is generated;

15 a logging file in communication with the logging code, wherein the logging code stores the data record in the logging file; and

a script file in communication with the logging file, wherein the script file is operative to upload the logging file to the remote server system.

20 2. The system of claim 1 further comprising a scheduled event stored in the operating system, wherein, in response to the scheduled event being triggered, the script file uploads the logging file to the remote server system.

25 3. The system of claim 2 wherein the script file uploads the logging file to the remote server system via an Internet connection.

4. The system of claim 3 wherein the script file and logging code are generated by a set-up program module included with the application program module and stored on the computer.

5. A computer-implemented method for tracking a user's interactions with a software application program module stored on the user's computer, the method comprising the steps of:

determining a user interaction with the software application program module;

5 recording the user interaction in a logging file on the computer;

determining that a scheduled event is triggered;

in response to the scheduled event triggering, determining whether the logging file exists, and, if so, then uploading the logging file to a remote analysis server.

10 6. The method of claim 5 wherein the recorded user interaction comprises a time stamp, a user identification, a UI element identifier and a description of the method invoked to interact with the software application program module.

15 7. The method of claim 6 further comprising the step of deleting the logging file on the computer after it has been uploaded.

20 8. The method of claim 7 further comprising the step of renaming the logging file with a random number before uploading the logging file to the remote analysis server.

25 9. The method of claim 8 further comprising the steps of opening an Active Data Object (ADO) session with the remote analysis server, placing the logging file into an ADO database record set and wherein the step of uploading the logging file comprises posting the ADO database record set to the remote analysis server.

10. The method of claim 9 wherein the remote analysis server is a Hypertext Transfer Protocol (HTTP) server.

11. A computer-readable medium comprising computer-executable instructions, which when executed, are operable to perform the steps of claim 10.

12. A method for analyzing a logging file from a computer, wherein the logging file comprises a plurality of records corresponding to user interactions with a software application program module of the computer, the method comprising the steps of:

5 downloading the logging file from the computer;
 converting the logging file to an External Markup Language (XML) data;
 parsing the XML data and uploading the parsed XML data to a SQL data
 warehouse; and
 analyzing the XML data.

10 13. The method of claim 12 wherein the step of downloading the logging file from the computer comprises receiving an ADO database record set from the computer.

15 14. The method of claim 12 wherein the step of downloading the logging file from the computer comprises receiving transmissions via a global computer network connection.

20 15. The method of claim 12 wherein the step of analyzing the XML data comprises the steps of querying the data warehouse and, in response, receiving a plurality of the XML data from the data warehouse.

16. The method of claim 15 wherein the querying and receiving steps are performed via an Active Server Pages (ASP) connection.

17. The method of claim 12 wherein the step of converting the logging file to an External Markup Language (XML) data comprises the steps of:

calling an application with a plurality of mapping files, wherein the mapping files

5 are operative to expand the records in the logging file;

expanding the records in the logging file; and

converting the records in the logging file to XML data.

18. The method of claim 12 wherein the step of analyzing the XML data
10 comprises converting the XML data to a plurality of user actions that correspond to the user interactions with the software application program module.

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